

May 17, 2006 [Number 235]



Major Articles

CIT Web Collaboration Makes Meeting a *Breeze*

Important Changes in NED's Role as NIH Contact Information Source

HHS SAS License Agreement Renewed

Ask the NIH Help Desk about MS Outlook

CIT Computer Training Spring Term Update

Published By
Center for Information Technology
National Institutes of Health
Health and Human Services

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<http://www.nih.gov> is one of the most frequently visited federal government web sites.

	<i>January</i>	<i>February</i>	<i>March</i>
Total hits for the month	56,903,762	54,541,328	60,931,584
Hits per day	1,835,605	1,947,904	1,965,534
Different individuals per month	2,229,250	2,152,249	2,511,737

The server has been up 100% of the time* during April.

** Server uptime is independent of network accessibility.*

Articles

CIT Web Collaboration Makes Meeting a *Breeze*

Do you have a meeting at Executive Boulevard but no time to take the shuttle? Are you tired of trying to find a free conference room convenient to everybody? CIT's Web Collaboration Services [<http://webcollaboration.nih.gov>] are here to help you overcome the difficulties of travel time and geographical locations. Offering virtual meeting space at NIH since February 2005, CIT's current Breeze hardware configuration has the capacity for 1,200 concurrent users. CIT's present licensing offers two seminar rooms of 50 and 150 users, and will support up to a total of 600 simultaneous users.



What Is It?

CIT's Web Collaboration uses Adobe's **Breeze Meeting** to provide **Desktop Web Conferencing** - Internet-based, synchronous, real-time meetings with participants in multiple, geographically distributed locations using audio and video input devices such as desktop cameras and speaker phones. Breeze enables users to see and speak with colleagues or collaborators across the globe - or just across the NIH campus. In addition, NIH Web Collaboration is a tool with many uses, ranging from rapidly training users with e-learning lectures and online quizzes to conveniently allowing a telecommuter to stay in touch with the office.

Features

Desktop Web Conferencing allows meeting participants to view and hear each other, access shared content, share applications and screens with remote control, markup documents, perform electronic white-boarding, and present slide-shows. Additional functions may include surveys, integration with shared virtual workspace, and presence management.

CIT Web Collaboration Services offer the following features through Adobe's Breeze:

- Customized virtual conference rooms available 24/ 7
- Easy to use and integrates with Microsoft Outlook
- Provides collaboration, document sharing, white-boarding, chat, and online polling capabilities
- Uses Flash to deliver interactive content on the Web, and provides unique support for video, voice, data, animations and simulations
- Allows viewing and presenting meetings on the many platforms used throughout NIH: Windows, Macs, Unix, and Linux. Currently both PCs and Macs can present.
- Rapidly delivers online training courses
- Supports online quizzes

Voice in Breeze is possible through Voice over IP (VoIP). We recommend that when using the voice feature, you test your conference with VoIP prior to the meeting, or you can schedule an audio conference using Premiere, which is tightly integrated with Breeze. A Premier account can also be obtained through CIT by contacting the NIH Breeze Admin (see below for contact info). Or you can use an existing teleconferencing solution.

Creating/Attending Meetings

To create meetings, or to access tightly locked-down content, you need a Breeze account. If you'd like to request an account, simply send an e-mail to NIHBreezeAdmin@mail.nih.gov with the necessary information to enable billing. Contact your administrative staff for that information. If you are simply attending a meeting, an account is not needed. Non-NIH employees can attend and even create meetings, as long as they are sponsored by an NIH IC. Anyone from anywhere in the world can access Breeze using the Internet.

Costs

Breeze costs 10 cents per minute per connected user. CIT does not charge for viewing meeting recordings or setting up the meeting room, and we do not charge if there is only one person in the meeting room. You can schedule meetings for up to 20 participants.

Contact Information and Help

To get more information about Breeze and view some of the easy-to-follow tutorials, visit the CIT Web Collaboration Web site [<http://webcollaboration.nih.gov>] – where we offer more than just tutorials. E-mail us at nihbreezeadmin@mail.nih.gov or call us at 301-435-8660.



Important Changes in NED's Role as NIH Contact Information Source

The plan calls for all NIH Institutes and Centers (ICs) to eventually transition to NED (the NIH Enterprise Directory) as the authoritative "one stop" source to update NIH contact information. Active Directory will continue to maintain the GAL (Global Access List) and the GAL will remain a valuable information source for look-up purposes; however, NIH personnel will not enter or change information there.

As of April 1, 2006, all Center for Information Technology (CIT) personnel are using NED [<http://ned.nih.gov/>] as the only place to change and update their individual NIH contact information. This NED data is continually flowing to refresh and update the NIH Active Directory (AD). Helen Schmitz, Acting NIH Chief IT Architect, notes that the NIH's National Heart, Lung, and Blood Institute (NHLBI) has previously implemented this process with success.

How it Works

Currently, NED retrieves data from four sources to create an authoritative person record:

- NIH Human Resources Data Base (HRDB)
- Fellowship Payroll System
- fsaAtlas/JEFIC (databases for foreign visiting scientists, fellows, guests, and volunteers)
- NED Web.

An update to a NED record will automatically flow to the following NIH enterprise systems, applications, or databases:

- Background Investigation Tracking System (BITS2)
- CIT Remedy System
- ECARES
- HHS Directory
- Innopac (CC library patrons)
- Integrated Time and Attendance System (ITAS)
- NIEHS People Database
- NIH Badge/Access Control System
- NIH Business System (NBS)
- NIH Business and Research Support System (NBRSS)
- NIH Computer Security Awareness Training Database
- NIH Intramural Database (NIDB)
- NIH Online Orientation Database
- Parking and Transhare (PARTS)

-
- Radiation Safety Database
 - Telephone Operators Switchboard Database
 - Transition Center Management System (TCMS)
 - Web Sponsor.

IMPORTANT NOTE:

Federal employees must continue to go to the separate “MyPay” to verify and update private information like legal name, social security number, and home address and phone number. While this information is included in NED, it is not available to anyone but the individual and their Administrative Officer.

NED changes will flow immediately but myPay changes may take up to two weeks.

Need Help?

If you have any questions, please contact the Office of the Chief IT Architect through the Enterprise Architecture Web site [<http://enterprisearchitecture.nih.gov/>] or at enterprisearchitecture@mail.nih.gov.

For more information on using NED, you can also refer to the *Interface* issue 234 “Ask the Help Desk” article *What Can NED Do For You?* [http://datacenter.cit.nih.gov/interface/interface234/help_desk_ned.html].



HHS SAS License Agreement Renewed

The HHS SAS License Agreement was recently renewed for a period of three years, consisting of a one-year base period and two optional years. This agreement provides the standard product suite of SAS software (Base SAS plus add-on modules) and is available to NIH and other HHS Operating Divisions for installation on SAS supported platforms and operating systems (the SAS Institute has discontinued product development for the MacIntosh operating system).

What's Included

In addition to the features listed here, the agreement includes technical support, and – depending on how your IC or Operating Division implements this benefit - a limited amount of training credits and professional services hours.

- 40% discount off SAS Enterprise Business Intelligence Server/Business Intelligence Server, SAS Enterprise Miner, SAS Strategic Performance Management, and SAS Bridge for ESRI
- 30% discount off GSA pricing for SAS software not covered by agreement
- Additional Training Credits available for SAS training at a 5% discount off GSA pricing
- Additional SAS Professional Services available at a 5% discount off GSA pricing (expenses additional)

Processes for Obtaining SAS Software

The process for acquiring and maintaining SAS software not covered by the previous agreement has been simplified under the terms of the new agreement. HHS customers may now purchase and maintain this software using internal billing processes rather than following the steps required when purchasing from a reseller. The process for obtaining software previously included is unchanged. To obtain SAS software, contact your iSDP representative (see http://isdpi.nih.gov/information/contact_lookup.asp for a list).

Need More Information?

For more information regarding the agreement and information on designated SAS contacts, please contact Laura Mulieri at mulieril@mail.nih.gov.

For SAS training offered by NIH, please visit the CIT Training Program Web site [<http://training.cit.nih.gov/>].



Data Center Plans Removal of Obsolete Comten Network Equipment

What and When

On October 15, 2006, the NIH Data Center plans to remove from service the Comten communications processors that are used to run the legacy VTAM/SNA network. This network has been used to connect to other data centers such as CDC and SSA as well as to connect peripheral devices such as remote printers to the mainframe.

Why?

The Data Center is getting rid of this equipment because the vendors no longer manufacture or even support it. There are TCP/IP based substitutes for all the applications that use VTAM/SNA network protocols. The NIH Data Center is working with other data centers to ensure that the VTAM/SNA protocols still in use now to connect to the centers will be replaced by TCP/IP protocols in time for the removal of the obsolete equipment.

What to do

If you have a remote printer that uses either a dialup or dedicated line connection, please contact the NIH Help Desk (at 301-496-4357 or [<http://ithelpdesk.nih.gov>]) for assistance in converting to the use of TCP/IP for your remote printing needs.



Ask the NIH Help Desk

Some Infrequently Asked (but just as important) Questions about MS Outlook

Q: How do I change how I view my messages in my Outlook Inbox?

A: You can change the view for your Outlook Inbox (or any folder in Outlook) by following these steps:

1. Click on your Inbox folder (or whichever folder you'd like to customize)
2. From the File menu located at the top of your Outlook, click View-Arrange By-Current View-Customize Current View

Note: some versions of Outlook may read: View-Current View-Customize Current View. Just click on any button (the explanation is right next to it) to customize your Outlook Inbox.

Q: Can I change the colors of my messages and/or Outlook program?

A: YES! You can change the font for your messages by using the above steps and clicking on the Other Settings button. You can also click on Tools-Options then select the Mail Format tab to get to your Stationary and Fonts.

To change the color of your Outlook program, you will need to change the colors for your entire computer display:

1. Start-Settings-Control Panel-Display (or right-click¹ anywhere on your desktop and select Properties)
2. Select the Appearance tab.

Here you can change the color scheme of your desktop and Outlook will change colors. You can also select the Themes tab to apply a color scheme already found on your computer.


Q: I received an e-mail with a work assignment, how do I set a reminder to make sure I complete it?

A: There are two ways to do this.

1. Set a follow-up date
 - a. Right-click on the e-mail and select Follow-Up
 - b. Select the color of the flag you'd like displayed
 - c. Right-click on the e-mail and select Follow-Up again
 - d. Select Add Reminder
 - e. Customize how and when you'd like Outlook to remind you of the e-mail

¹ If you're using a left-handed mouse, just left-click on your desktop.

2. Create a Task

- a. Click and drag the e-mail to your Tasks folder (look for the  icon)
- b. The Task is automatically created with the e-mail subject as the title and email contents attached
- c. Customize how and when you'd like Outlook to remind you of the e-mail

Q: I want to ask my co-workers their opinion by sending them an e-mail. What's the best way to do this?

A: Outlook has a great feature that works well here – Voting Buttons!

1. Create your e-mail
2. Select Options from the *Send* toolbar
3. Check the **Use Voting Buttons** box under Voting and Tracking options
4. In the box next to it, type in the choices you want your co-workers to vote on—adding a semicolon (;) between choices
5. Click Close and send your message.

When your co-workers read the message, they will see your options at the top and can just click on the one they prefer. You will then get an e-mail for each individual response. Also, if you view the original message that you sent in your "Sent Items" folder, you will notice a tab labeled "Tracking." This is where you can easily view the tallied results of your survey.

Have More Questions?

If you need any assistance, or have additional Infrequently Asked Questions, just give us a call at the NIH Help Desk. We have agents who are Microsoft Certified Specialists in Outlook that are available to you!

TELEPHONE
(301) 496-4357 (local)
866-319-4357 (toll free)
301-496-8294 (TTY)

ONLINE SERVICE REQUEST
<http://ithelpdesk.nih.gov>

E-MAIL
ithelpdesk@nih.gov



CIT Training Program Spring Term in Full Swing

Spring is now in full bloom and the CIT Training Program Spring Term is well underway. We are a little over half way through the term but there are many courses still to come. Classes cover a wide range of topics that are designed to help NIH employees, staff, and other users of NIH computing facilities work as efficiently and effectively as possible. A full description of the course schedule is available on our Web site [<http://training.cit.nih.gov>]. All sessions are free of charge and are open for registration online.

The Summer Term schedule will be published on the Web starting June 20.

Grants

- “Understanding the Grants Process,” presented by Thor Fjellstedt, describes the grants process from the “macro” to the “micro” level. It highlights the role played by IMPAC II applications that are used in each stage of the work flow, as well as the role of technology in new directions in research administration.
- “Introduction to the QVR System” and “Intermediate QVR Training” are designed to first introduce the user to the QVR system and to highlight the full range of features and capabilities of the QVR system. The intermediate course will delve into the more advanced features such as retrieving and saving queries, use of various output options, sorting outputs, downloading data to Excel spreadsheets, and more.

Personal Computers

- “Effective Use of Microsoft Project 2003” is designed to show participants how to use Microsoft Project as an effective tool for managing everything from tasks lists and schedules to full scale projects.
- “Microsoft’s New Development Tool – Visual Studio 2005” is a two-day instructor-led workshop that will provide the student with a focused environment to experience the new features and functionality of Microsoft Visual Studio 2005. The content will be geared towards developers, and there will be a likely focus on the software development lifecycle.

Seminars for Scientists

- “Introduction to Helix: NIH Scientific Supercomputing” is an overview of CIT’s Helix Systems that provides the NIH scientific community a powerful scientific computing resource running on Unix-based Silicon Graphics computers. The course will cover logging in, the X window system, disk storage options, network resources and applications for scientists.
- A seminar discussing the processes involved in creating quality data sets for analysis in Agilent Technologies’ GeneSpring software entitled “GeneSpring – Creating Quality Data Sets for Analysis” will begin with a brief overview of GeneSpring and then continue with specifics on creating quality data sets. There will be both a lecture and a hands-on lab.
- “Lasergene 7 Hands-On” seminars will cover the comprehensive suite of easy-to-use sequence analysis software for Windows and Macintosh. It can be used for sequence editing and feature annotation, automated virtual cloning, multiple sequence alignment, sequence assembly, SNP discovery, primer design, gene discovery, and protein structure prediction. Two seminars will be offered covering the Lasergene core, which consists of the DataManager and SeqBuilder modules.

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- “From Scan to PDF: Composing Scientific Figures with Adobe Photoshop and Illustrator” is a class geared toward scientists who want to learn the process of composing and marking up scientific figures for presentation or publication using the Adobe Photoshop and Illustrator software.

Registering for Classes

All courses are available free of charge to NIH employees and other users of NIH computing.

We always welcome any suggestions and course ideas and offer to anyone who is well versed in a topic an invitation to become one of our volunteer instructors. If you have a subject that you feel will be of interest to the staff of NIH, please give us a call. If you are a project lead and are rolling out a new or updated program, contact us and we may be able to assist you with your training needs.

Please visit the Web site [<http://training.cit.nih.gov>] for full course information, to register for classes, to join our CIT Training mailing list, or to check out your transcript or current application status.

If you prefer, you may call us at 301-594-6248 to discuss course registration, teaching a class, or other training-related issues.



Dates to Remember

Now ...

- June 20 • CIT Training Program Summer schedule published on the Web.
[<http://training.cit.nih.gov>]
- July 17-18 • Disaster recovery off-site test. ^{E T}
[<http://datacenter.cit.nih.gov/disaster>]

Later this year ...

- October 15 • Data Center removal of obsolete Comten communications processors
[see also the February 2, 2006 *Titan News* article at
<http://datacenter.cit.nih.gov/titannews>]

E EOS (Unix system)
T Titan (z/OS system)

Articles in other issues of *Interface* appear in brackets [].



Subscribe to the “Interface” list via Listserv to receive notification of new issues as soon as they are available on the Web [<http://list.nih.gov/archives/interface.html>].

Directories and Reference Information

NIH Computer Center Hardware and Software

[<http://datacenter.cit.nih.gov/if.backpage.html>]

Computer Services Telephone Directory

[<http://datacenter.cit.nih.gov/tel.num.txt.html>]

Online Services Directory

[<http://datacenter.cit.nih.gov/online.access.txt.html>]

Popular Web Sites for NIH Computer Center Users

[<http://datacenter.cit.nih.gov/www.dir.html>]

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DCS	Division of Customer Support
DCSS	Division of Computer System Services
OD	Office of the Director, CIT
OPEC	Office of Planning, Evaluation, and Communications